

SUMMER SUNDAE WEEKENDER 2012 - TERMS AND CONDITIONS OF SALE

Purchase of Summer Sundae Weekender tickets constitutes acceptance of these Terms and Conditions:

1. Tickets are not refundable, exchangeable or transferable.
2. Only tickets which are purchased from the festival, venue, or an official ticket agent will entitle entry. Forgeries and unauthorised tickets will be confiscated without refund, entry to the event will be denied, and the police may be called.
3. If a ticket is resold, transferred or advertised for commercial gain by anyone other than the festival organisers or an authorised ticket agent, it may become void and the ticket holder may be refused entry or ejected from the event without refund.
4. All persons aged 17 and under at the date of the festival must be accompanied by a parent or guardian aged 18 or over who will ensure their good conduct and compliance with these Terms and Conditions of sale.
5. Children aged 0-4 years at the date of the festival are admitted free but parents and/or guardians must book a free child's ticket when making their booking
6. Child and Young Persons Tickets can only be purchased with an Adult Ticket and are not to be purchased separately. Any Child or Young Persons Tickets sold separately will be made void and the purchaser will be contacted for a refund of the ticket value less any booking fees and charges. Child and Young Persons Tickets are limited to 3 of any combination per adult.
7. Photo ID/Proof of Age will need to be produced for ticket collection of Adult and Young Persons Tickets. Below are the only forms of ID which will be accepted.

Photo Driving License (or a clear photocopy)

Passport (or a clear photocopy)

CitizenCard

PASS card.

If you cannot prove eligibility for Young Persons tickets, you may be asked to pay the difference on the door or refused entry completely.

8. Parents and guardians will supervise children and 14-17 year olds in their care at all times and supervision of children shall be by not less than 1 adult per 3 children/14-17 year olds.
9. Each Print at home ticket will contain a unique barcode for each ticket booked.
10. Each Barcode will be scanned as each person arrives and a wristband will be issued for entry to the festival. Access to the festival is by wristband only and broken or lost wristbands cannot be replaced.
11. A Barcode can only be scanned once. Any barcode found to have been already used will not be permitted entry.
12. Tickets purchased via the De Montfort Hall Box Office direct via Telephone or in person, must be collected by the Booker/cardholder.
13. Wristbands remain the property of the festival.
14. The festival may refuse admission or eject a ticket holder without refund on reasonable grounds including but without limitation, health and safety and licensing reasons, unreasonable, anti-social or dangerous behaviour. Tickets will be voided and any wristbands removed.
15. The festival reserves the right to add, withdraw, or substitute artists, and to vary the schedule and timings, without being liable to pay compensation. The festival will endeavour to notify the ticketholders of changes where possible. It is the ticket holder's responsibility to inform the festival of any changes in their contact details after purchase.
16. Ticket holders must comply with all relevant statutes (see festival Do's and Don'ts), safety announcements, instructions and festival regulations during the event. For health and safety reasons, the festival management reserves the right to restrict access to parts of the festival.
17. If ticket holders have any special requirements or concerns about any special effects (for example lighting or sound effects) which may be featured at the performance or event, prior notice should be provided when ordering the tickets.

18. Ticket holders may be subject to being searched on entry, before and during the event. Any item which is deemed dangerous or disruptive to the event or audience may be confiscated. In particular please note that ticket holders are not permitted to bring the following into the festival, and these items will be confiscated if found:

- **Glass (including bottles)**
- **Disposable BBQs, fireworks, candle flares**
- **Independent generators or sound systems**
- **Illegal substances**
- **Weapons**

No furniture or portable chairs (wheelchairs excepted) are allowed in the Main Arena.

No animals apart from guide dogs are allowed on site.

Ticket holders are permitted to bring food and drink including alcohol onto site, provided it is for personal consumption only.

19. Please note that those under the age of 18 are not permitted to buy or consume alcohol on-site. The festival operates a Challenge 21 policy. Please bring proof of age. Photocopies will not be accepted and are only permitted as proof of age for ticket collection.
20. The unauthorised use of photographic and recording equipment of any kind within the festival is strictly forbidden. Unauthorised recordings, tapes, films or similar items may be confiscated and destroyed and the rights to the recordings will belong to the festival promoter.
21. Ticket holders consent to filming and sound recording as members or the audience. The Promoter may use such films and recordings (including any copies) without payment to ticket holders.
22. Exposure to loud music may cause damage to hearing, please bring ear defenders/plugs if you require them.
23. The festival organisers will not be responsible for any loss, damage, theft, injury or cost to the ticket buyer or their belongings except if caused by negligence or other breach of statutory duty by them.
24. The festival organisers will not be liable to the ticket buyer for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure (cause beyond Our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments)
25. These Terms and Conditions could be subject to change at a later stage following advice from the Safety Advisory Group and the Emergency Services.

These Terms and Conditions shall be governed by the laws of England and Wales and parties agree to submit to the exclusive jurisdiction of the English courts.